If your vehicle needs to be towed

If towing is necessary, we recommend having your vehicle towed by your Lexus dealer or a commercial towing service, using a lift-type truck or a flat bed truck.
Use a safety chain system for all towing, and abide by all state/provincial and local laws.

The wheels and axle on the ground must be in good condition.

If they are damaged, use a towing dolly or flat bed truck.

Before towing

The following may indicate a problem with your transmission. Contact your Lexus dealer before towing.

- The hybrid system is running, but the vehicle will not move.
- The vehicle makes an abnormal sound.

Emergency towing

If a tow truck is not available, in an emergency your vehicle may be temporarily towed using a cable or chain secured to the emergency towing eyelet. This should only attempted on hard, surfaced roads for short distances at low speeds.
A driver must be in the vehicle to steer and operate the brakes. The vehicle's wheels, drive train, axles, steering and brakes must be in good condition.

▶ Towing eyelet

Emergency towing procedure

STEP 1 Release the parking brake.

STEP 2 Put the shift lever in “N”.

STEP 3 The power switch must be in the “ACC” mode (hybrid system off) or the “IG-ON” mode (hybrid system on).

CAUTION

Caution while towing

- Use extreme caution when towing the vehicle.
  Avoid sudden starts or erratic driving maneuvers which place excessive stress on the emergency towing eyelet and the cable or chain.
- If the hybrid system is not running, the power assist for the brakes and steering will not function, making steering and braking more difficult.

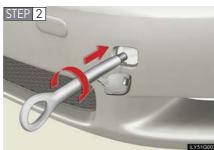
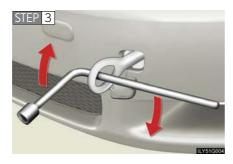
NOTICE

To prevent causing serious damage to the transmission

Never tow this vehicle from the front with the rear wheels on the ground.
This may cause serious damage to the transmission.

Installing towing eyelet

Remove the eyelet cover using a flathead screwdriver.

To protect the bodywork, place a rag between the screwdriver and the vehicle body, as shown in the illustration.

Insert the towing eyelet into the hole and tighten partially by hand.

Tighten down the towing eyelet securely using a wheel nut wrench.

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n **Location of the emergency towing eyelet**

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CAUTION

■ **Installing towing eyelet to the vehicle**

Make sure that towing eyelet is installed securely.
If not securely installed, towing eyelet may come loose during towing. This may lead to accidents that cause serious injury or even death.

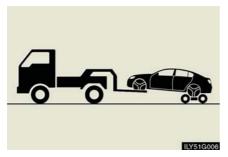
Towing with a sling-type truck

 NOTICE

■ **To prevent body damage**

Do not tow with a sling type truck, either from the front or rear.

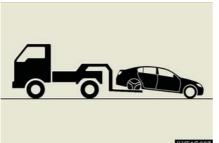
Towing with a wheel lift-type truck

▶ From front

Use a towing dolly under the rear wheels.

NOTICE

■ **To prevent causing serious damage to the transmission**

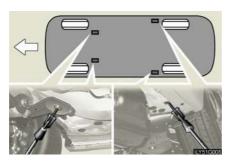
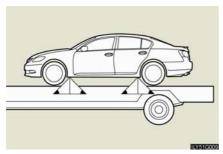
Never tow this vehicle from the front with the rear wheels on the ground.

▶ From rear

Switch to "ACC" mode so that the steering wheel is unlocked.

NOTICE

■ **To prevent damaging the vehicle**

- Do not tow the vehicle with the power switch "OFF".
  The steering lock mechanism is not strong enough to hold the front wheel straight.
- When raising the vehicle, ensure adequate ground clearance for towing at the opposite end of the raised vehicle. Without adequate clearance, the vehicle could be damaged while being towed.

Using a flat bed truck

If your Lexus is transported by a flat bed truck, it should be tied down at the locations shown in the illustration.

If you use chains or cables to tie down your vehicle, the angles shaded in black must be 45°.

Do not overly tighten the tie downs or the vehicle may be damaged.

If you think something is wrong

If you notice any of the following symptoms, your vehicle probably needs adjustment or repair. Contact your Lexus dealer as soon as possible.

Visible symptoms

- Fluid leaks under the vehicle
  (Water dripping from the air conditioning after use is normal.)
- Flat-looking tires or uneven tire wear
- Engine coolant temperature gauge needle continually points higher than normal

Audible symptoms

- Changes in exhaust sound
- Excessive tire squeal when cornering
- Strange noises related to the suspension system
- Pinging or other noises related to the hybrid system

Operational symptoms

- Engine missing, stumbling or running rough
- Appreciable loss of power
- Vehicle pulls heavily to one side when braking
- Vehicle pulls heavily to one side when driving on a level road
- Loss of brake effectiveness, spongy feeling, pedal almost touches the floor

Event data recorder

Your vehicle has computers that monitor and control certain aspects of your vehicle. These computers assist in driving and maintaining optimal vehicle performance.

Besides storing data useful for troubleshooting, there is a system to record data in a crash or a near car crash event. This is called an Event Data Recorder (EDR).

In a crash or a near car crash event

The EDR may record some or all of the following information.

- Gasoline engine speed
- Whether the brake pedal was applied or not
- Vehicle speed
- To what extent the accelerator pedal was depressed
- Position of the transmission shift lever
- Whether the driver and front passenger wore seat belts or not
- Driver's seat position
- SRS airbag deployment data
- SRS airbag system diagnostic data

Your Lexus' Electronic Control Unit (ECU) may contain another EDR. There are a variety of driving situations which include activating the vehicle stability control (VSC) under which the VSC EDR will record certain information. The VSC EDR may record some or all of the following information:

- Behavior of the vehicle
- Steering wheel angle
- Vehicle speed

- To what extent the accelerator pedal was depressed
- To what extent the brake pedal was applied
- To what extent the ECU controlled the condition of the 4 wheels
- Vehicle stability control system diagnostic data

The information above is intended to be used for the purpose of improving vehicle safety performance. Unlike general data recorders, the EDR does not record sound data such as conversation between passengers.

Disclosure of the data

Lexus will not disclose the data recorded in an EDR to a third party except when:

- An agreement from the vehicle's owner (or the leasing company for a leased vehicle) is obtained
- Officially requested by the police or other authorities
- Used as a defense for Lexus in a law suit
- Ordered by a court

However, if necessary Lexus will:

- Use the data for research on Lexus vehicle safety performance
- Disclose the data to a third party for research purposes without disclosing details of the vehicle owner, and only when it is deemed necessary
- Disclose summarized data cleared of vehicle identification information to a non-Lexus organization for research purposes